

Serial No. 10/015,382  
Atty Docket AUS920010827US1

To: Rasha Al Aubaidi- Fax # 703-746-6224

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of	: Before the Examiner:
Michael Wayne Brown, et al.	: Rasha Al Aubaidi
Serial No.: 10/015,382	: Group Art Unit: 2642
Confirmation Number: 2851	: Intellectual Property Law Department
Filed: 12/12/2001	: International Business Machines Corp.
Title: CONTROLLING HOLD QUEUE	: 11400 Burnet Road
POSITION ADJUSTMENT	: Austin, Texas 78758

Applicant Initiated Interview Request Form

**Status of Application:** Oral Election of claims 1-27, 40-41 on June 28, 2004; first office action received July 7, 2004.

**Tentative Participants:** (1) Applicants' representative - Amy J. Pattillo (2) Examiner Rasha Al Aubaidi (3) Examiner Ahmad Matar

**Proposed Date of Interview:** September 23, 2004; 3PM EST

**Type of Interview:** Telephonic

**Exhibits to be shown or demonstrated:** None

**Issues to be Discussed with Short Description of Argument to be Presented:**

- (1) During the phone interview on 6/28/2004, Examiner Al Aubaidi said she had a suggestion of an amendment to the claims to distinguish claim 1 from the prior art. Applicants representative would like to discuss the Examiner's suggestion.
- (2) Claim 8 – The Examiner rejects claim 8 on the same grounds as claim 1, however, the rejection of claim 1 does not contain a reference to any of the elements taught in claim 8. In particular, claim 8 reads:
 

8. The method for caller position management within a hold queue according to claim 1, wherein said detecting an advancement token further comprises:

detecting said advancement token earned by a caller by participating in at least one from among a competition, a survey, and a redemption of membership points.
- (3) Claim 1 – Applicants respectfully note that there is not motivation in the prior art references or knowledge in the art to combine Biorge in view of Walker. Biorge

*taught in  
claim 1  
rejection  
03*

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is a transactional based system that does not suggest combination with a telephony based system. In addition, the references do not suggest that transaction based incentives could be applied to an on hold system for adjustments in on hold position.

Respectfully submitted,



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On September 22, 2004